GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:178
ANSWERED ON:13.08.2007
REFUND OF EXCESS AMOUNT BY TELECOM OPERATORS
Panda Shri Prabodh

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a)the total outstanding amount of the refund of security deposit with telecom operators by customers who have changed services during the last three years;

(b)the reasons in which the excess money could not be refunded to the customers;

(c)whether the customers may claim to refund these money;

(d)if not, the reasons therefor; and

(e)the steps taken by the Government to utilised these funds?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a)Government does not maintain information regarding refund of Security deposit by the service providers.

(b)Does not arise in view of (a) above.

(c)to(e)Customers can claim refund of security deposit after closure of their connection subject to adjustment of outstanding dues, if any.